

- **COMPLETED JOB ANALYSES**

Questions regarding the information contained in this website should be referred to the Examination Unit at (916) 657-1762

## **ABOUT JOB ANALYSIS**

### **What is Job Analysis?**

A Job Analysis is a detailed look at a particular job or job classification. It is a process used to identify all of the specific tasks (work/objectives) required to perform a particular job. Once all of the tasks are identified, then all of the specific knowledges, skills and abilities required to be able to perform each task are identified.

Job Analysis is a concept that has been defined by the Equal Employment Opportunity Commission, the Civil Service Commission, the Department of Labor, and the Department of Justice. As defined, it is work activity performed to achieve the objectives of the job and a detailed statement of work and other information relevant to a job.

### **How and Why Do We Use It?**

Job analyses are conducted in order to make better employment and management decisions, to save money, to increase productivity, and to comply with federal and state laws where adverse impact is found related to prohibited discriminatory factors. It is most often used in the examination process but may also be used to conduct job audits, support classification specification revisions, resolve return to work issues and other personnel &/or management functions.

A job analysis makes it possible to develop content valid and reliable selection (examining) procedures.

### **Is This Something New?**

Job Analysis was originally developed to comply with the 1978 Federal Uniform Guidelines On Employee Selection Procedures (UGESP). These guidelines actually mandated that selection examinations be “content-valid” (i.e., job related).

In 1990, the “Americans With Disabilities Act” (ADA) was introduced and additional steps in the job analysis process were added for determining “essential job functions.”

As a result, today we use the “Western Region Intergovernmental Personnel Assessment Council” (WRIPAC) job analysis methods for determining the critical tasks and associated knowledges, skills, and abilities of a classification. Instructional classes on the WRIPAC job analysis method are available through the State Personnel Board.

### **Who Conducts Job Analyses?**

The Examination Unit works in teams with employees throughout the Department (known as Subject Matter Experts or SMEs) to complete and maintain updates to a library of job analyses. SMEs are departmental employees who have either served in or have directly supervised the targeted classification. That means, if you are currently a

Permanent State employee working for CDSS, you could be asked to be a SME for your classification or a classification you supervise.

Completed job analyses are available for review on this website.

Questions or additional information regarding job analysis should be referred to the Examination Unit at (916) 657-1762.

## **COMPONENTS OF A JOB ANALYSIS**

### **Background**

Identifies the targeted classification by class title.

It also includes: Dates the Job Analysis was conducted; Collective Bargaining Identification; Names of the Job Analysis team who facilitated; Names of the Subject Matter Experts, their class title and work location; and a list of sources used to gather information about the classification. Copies of the material used in the development of the initial lists of Tasks and Knowledge, Skills and Abilities are maintained in the completed Job Analysis located in the Examination Unit.

### **List of Edited Tasks**

This is a complete list of edited tasks identified by the Subject Matter Experts (SMEs).

Each task has been developed to conform to the Federal Uniform Guidelines on Employee Procedures and edited to answer the following questions:

1. Performs what action?
2. To whom or to what? (Object)
3. To produce what? (Expected Output)
4. Using what tools, equipment, aids, or processes?
5. With what instructions or directions?

### **List of Edited Knowledges, Skills and Abilities (KSAs)**

This is a complete list of edited KSAs identified by the Subject Matter Experts (SMEs).

Each KSA has been developed to conform to the Federal Uniform Guidelines on Employee Procedures and edited to answer the following questions:

1. What? (Knowledge of what? Skill at what? Ability to do what?)
2. To what effect or in what context? (How is it used?)
3. To what degree of accuracy or at what skill level? (This applies to knowledges only.)

### **Other components of a Job Analysis**

A job analysis also includes a detailed rating process completed by the SMEs on the identified Tasks and KSAs. The rating process measures the "Relative Time Spent" and the "Criticality" of each Task. It identifies the extent to which each KSA is "Expected at Entry" and its "Criticality." The final rating, referred to as the "weighted linkage", establishes test factor weights by comparing each Task to each KSA.

The information available on this website is the Background Information and Information Gathering, List of Edited Tasks, and List of Edited Knowledge, Skills, and Abilities.

## **LIST OF COMPLETED JOB ANALYSES**

### **Licensing Program Analyst**

- [Task Statements](#)
- [KSA Statements](#)

### **Staff Services Manager I**

- [Task Statements](#)
- [KSA Statements](#)

### **Staff Services Manager II**

- [Task Statements](#)
- [KSA Statements](#)

## LICENSING PROGRAM ANALYST

	TASK STATEMENTS
1.	Review facility file to familiarize LPA with facility using checklist per EM.
2.	Maintain control book to track workflow using required format per EM.
3.	Serve notification of legal action to ensure compliance and/or due process, either in person and/or by certified mail, per legal Division.
4.	Prepare Statement of Facts to recommend a legal action using standard template per CDSS guidelines.
5.	Input facility and personnel data to update information into Licensing Information System using Computer per EM.
6.	Gather data to produce caseload statistics utilizing standard template per program directives.
7.	Develop a plan with licensee to ensure compliance with regulations using Compliance Plan Agreement per EM.
8.	Conducts orientation for prospective applicants to inform applicants about licensing requirements using standard orientation format according to evaluator manual.
9.	Testify at hearings Act as a witness at hearings to provide evidence using licensing reports in accordance with the Administrative Procedures ACT.
10.	Act as a resource in response to public phone calls and walk-ins on licensing issues utilizing automated systems, telephone and other office equipment in accordance with office procedures and evaluator manuals.
11.	Present an overview of caseload (apps, POC, visits etc..) to inform supervisor of status using control book at the request of management.
12.	Prepare correspondence to interested parties to respond to or request information using standard office equipment as necessary to address specific licensing issues.
13.	Attend meetings to interact with other organizations as a representative of the Division, upon direction of management.
14.	Discuss cases w/staff attorneys to develop an action plan using evidence, in accordance with departmental policies.
15.	Follow up on the progress of licensing issues, using general office equipment according to office policies and procedures.
16.	Coordinate high priority complaints with relevant parties in order to assign the investigation in a timely manner in accordance with the department policies and procedures.
17.	Communicate expectations for completing assignments to support staff utilizing written and verbal communication in accordance with office procedures.
18.	Read incident, abuse, death reports and general mail to prioritize required action using Title 22 regulations, EM, and H&S codes following DSS/CCL directives.
19.	Conduct complaint investigations to establish findings through interviews, observations, and review of documents per the EM, H&S, and Title 22 regulations.
20.	Evaluate applications for completeness and compliance w/regulations, using the EM checklist per program directives.

<b>21.</b>	Conduct facility visits to evaluate compliance with Title 22 regulations and H&S codes under the directives of the EM.
<b>22.</b>	Plan training to inform attendees of regulatory and policy updates and changes using information provided by various resources, per the Department of Social Services, Community Care Licensing.
<b>23.</b>	Verify individual's clearance status to work in a facility using LIS, CBCB, and legal documentation as established by the Department's standards.
<b>24.</b>	Mentor colleagues to provide support and program knowledge by shadowing, conducting joint visits and referencing Title 22 Regulations and the Evaluator Manual upon the request of the LPM or RM.
<b>25.</b>	Attend training to increase knowledge and/or receive updated information to perform Licensing program functions by using internal and external training sources to meet mandated training requirements and Departmental needs.
<b>26.</b>	File all facility related documents in order to maintain accurate, updated facility records by using the file organization chart in accordance with the EM.
<b>27.</b>	Complete administrative paperwork (absence requests, travel claims, mileage logs, etc.) to ensure accurate documentation using standardized departmental forms in accordance with CDSS policies and procedures.